

REGIONAL VISITATION CENTER

REQUEST FOR PROPOSALS #0434-148

- Project Title:*** Regional Visitation Facility
- Site Visit:*** May 17, 2004 @ 10:30 AM (See Exhibit A)
- Estimated Contract Period:*** September 1, 2004 through August 31, 2005. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:*** All Proposals whether mailed or hand delivered must arrive by 5:00 p.m. Pacific Standard time on June 18, 2004.
Faxed bids WILL NOT be accepted.
E-mailed bids WILL NOT be accepted.
- Submit Proposal To:***
- Proposal Delivered by Mail:**
Anita Luengo-Vera, RFP Coordinator
Department of Social and Health Services
Administrative Services Division / Central
Contract Services
PO BOX 45811
Olympia, WA 98504-5811
- Proposal delivered by Express / Hand Delivery, Or Courier:**

Anita Luengo-Vera, RFP Coordinator
Department of Social and Health Services
Administrative Services Division / Central
Contract Services
4500 10th Avenue SE
Lacey, WA 98503

SECTION I. INTRODUCTION

1. PURPOSE OF REQUEST FOR PROPOSAL

The State of Washington, Department of Social and Health Services (DSHS), Region 4, seeks proposals from qualified contractors to provide facility-based visitation services and related transportation services to Children's Administration (DSHS/CA) clients in King County. Services will be provided in a facility chosen and leased by DSHS/CA.

2. BACKGROUND

Under RCW 13.34.136, DSHS shall encourage the maximum possible parent and child and sibling contact, including regular visitation and participation by the parents while the child is in placement. Visitation may be limited or denied only if the court determines that such limitation or denial is necessary to protect the child's health, safety or welfare.

Visitation is central to maintaining parent-child and sibling bonds, familial connections and continuity for children requiring out-of-home placement due to health and safety concerns. Research indicates that permanency outcomes improve, and efforts to reunify families are more successful when visitation services take place in a safe, culturally sensitive, family-centered environment.

3. PROJECT SCOPE

The selected contractor will provide parent-child, sibling-child and relative-child visitation in a homelike setting for children and youth in the temporary and extended custody of DSHS/CA for the purpose of reunification and maintaining familial ties. The selected contractor will supervise or monitor visits in a manner that will enhance parent-child attachment and bonding and improve parenting skills and techniques. (Please see Exhibits E, F and G for background information and research describing components of effective parent-child visitation programs and family-focused services.)

The selected contractor will provide to DSHS/CA reports detailing visitation activities and interactions. Visitation services will take place in a West Seattle facility leased by DSHS/CA.

Further, the selected contractor will transport to and from the visitation center most children and youth in the custody of DSHS/CA who receive visitation services. Social workers and foster parents may transport some children and youth. Parents and others visiting children and youth will be responsible for their own transportation.

Payment for visitation and transportation services will be based on the total number of hours spent transporting children and supervising/monitoring visits, and not by the number of children served. Payment will be in accordance with rate(s) in effect at the time services are provided. Mileage for child

transportation will be reimbursed at a rate set by the Washington State Office of Financial Management (OFM).

Visitation services will fall into four (4) categories:

a. Monitored visitation

Visitation during which, the visitation staff must be on site during the visit and must provide periodic observations approximately every 15 minutes during the visitation.

b. Monitored visitation, including parenting skills group coaching

Monitored visitation that includes group activities [between two (2) and four (4) families] designed to enhance parents' skills and abilities.

Activities can include, but are not limited to, meal preparation, group learning/interaction, games and other staff-guided family-centered events. Staff will encourage maximal family participation and ownership of group activities. The Contractor will provide materials and/or food necessary for group activities.

c. Supervised visitation

Visitation during which the visitation staff must be within sight and sound of the child and all parties to the visit at all times during the visit. The visitation staff must situate him or herself so he or she can hear all conversation and see everything that occurs during the visit. At no time shall the child or youth be allowed to be in the presence of the parent without the visitation staff present.

d. Supervised visitation, including 1:1 parenting skills coaching

Supervised visitation that includes activities designed to enhance parents' skills and abilities.

Due to the need for full supervision, this service may be provided to only one (1) family at a time.

Activities can include, but are not limited to, meal preparation, family learning/interaction, games and other staff-guided family-centered events. Staff will encourage maximal family participation and ownership of activities. The Contractor will provide materials and/or food necessary for activities.

In Fiscal-Year 2002/2003, DSHS/CA Region 4 made approximately 524 payments for visitation and visitation transportation services, totaling approximately \$645,000 (not including mileage reimbursements). This represents approximately 32,000 hours of visitation and visitation-related transportation.

In the current, partial fiscal year (07/2003 – 05/2004), DSHS/CA Region 4 has made approximately 569 payments for visitation and transportation services, totaling approximately \$428,000 (not including mileage reimbursements). This represents approximately 21,300 hours of visitation and visitation-related transportation.

4. SITE VISIT

DSHS/CA will facilitate a site visit on May 17, 2004 at 10:30 AM. Bidders are encouraged but not required to attend. The facility is located at: 4045 Delridge Way S.W., Seattle, WA. (See Exhibit A for Directions.)

5. MINIMUM QUALIFICATIONS

You must meet each of the following minimum qualifications in order for DSHS to consider your proposal:

- You must have at least 3 years experience working with and/or supervising children, with at least 18 months of that experience with children in the child welfare and/or child protection system(s).
- You must have at least 2 years experience working with families and family systems, to include evaluating parent/child interactions and mentoring/educating parents on successful parenting skills and techniques.
- You must be licensed to conduct business in the State of Washington.
- You must possess demonstrable success in social service delivery and administration.

6. FUNDING

DSHS has budgeted an amount not to exceed \$600,000 for this project. DSHS may reject any proposal in excess of that amount. Any contract awarded is contingent upon the availability of funding.

7. DEFINITIONS

See Exhibit B, Definitions, for the meaning of certain terms used in this RFP.

SECTION II. GENERAL INFORMATION

1. PROCUREMENT CONTACT INFORMATION

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff, or its consultant, other than the RFP Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to DSHS. Bidders should rely only on written statements issued by the RFP Coordinator.

DSHS RFP Coordinator

Contact:	Anita E. Luengo-Vera, RFP Coordinator Department of Social & Health Services Administrative Services Division / Central Contract Services
Mailing Address:	P.O. Box 45811 Olympia, Washington 98504-5811
Physical Address:	4500 10th Avenue SE Lacey, Washington 98503
Telephone:	(360) 664-6079
FAX:	(360) 664-6184
E-mail Address:	luengae@dshs.wa.gov

2. ACCEPTANCE OF RFP TERMS

A Proposal submitted in response to this RFP shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Proposal a signed Bidder Information, Certificates and Assurances Form attached hereto as Exhibit C. A Bidder must clearly identify and thoroughly explain any variations between its Proposal and DSHS' RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

3. ESTIMATED PROCUREMENT SCHEDULE

The Procurement Schedule outlines the tentative schedule for important action dates and times. DSHS reserves the right to revise this schedule at any time and will notify you of any changes in the schedule.

Figure 1. PROCUREMENT SCHEDULE

Item	Action	Date
1.	Issue RFP	May 10, 2004
2.	Site Visit (Please see Exhibit A)	May 17, 2004 - 10:30 A.M. to 12:30 PM
3.	Last Date for Accepting Bidder Written Questions/Complaints	May 19, 2004
4.	Issue Response to Written Questions No Later Than	May 26, 2004
5.	Proposal Submission Due by 5:00 p.m. Pacific Standard time	June 18, 2004
6.	Proposal Evaluation	June 21, 2004 – June 25, 2004
7.	Oral Interviews, If Required	July 1, 2004 – July 2, 2004
8.	Notify Apparently Successful Bidder	July 8, 2004
9.	Notify Unsuccessful Bidders	July 8, 2004
10.	Bidder's Request for Debriefing Due	July 13, 2004
11.	Hold Debriefing Conferences	July 19 – 20, 2004
12.	Protests Due	July 27, 2004
13.	Begin Contract Negotiations	July 12, 2004 – August 2, 2004
14.	Contract Execution	Anticipated September 1, 2004

4. CONTRACT

DSHS intends to award one contract to provide the services described in this RFP.

The Contract term shall be one (1) year commencing upon the date of execution of the contract by DSHS. Amendments extending the period of performance for up to two (2) one-year periods shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

5. INSURANCE

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as Exhibit D.

6. CONTRACT AMENDMENT

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

7. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this RFP shall become the property of DSHS. All proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract, if any, resulting from this RFP is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17.

Bidder's proposal must include a statement on the Letter of Submittal identifying each page of your proposal, which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page, which contains any proprietary information.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire proposal proprietary.

8. WRITTEN REPRESENTATIONS

Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

9. QUESTIONS AND ANSWERS

Bidders should fax, e-mail or mail written questions to the RFP Coordinator. Early submission of questions is encouraged. Questions will be accepted until the date set forth in the Procurement Schedule. Questions and Answers will be forwarded in writing to all Bidders via e-mail.

10. BIDDER COMPLAINTS

Bidders may submit complaints to the RFP Coordinator prior to responding to this RFP if the Bidder believes the RFP unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFP Coordinator on or before the date indicated in the Procurement Schedule. In the event of a complaint, the Procurement process may continue. If a Bidder's complaint identifies a change that DSHS determines to be in the best interest of DSHS, the RFP may be amended.

11. RFP AMENDMENTS

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP. Amendments will be sent to all Bidders, and shall be posted on the DSHS Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

12. RETRACTION OF THIS RFP

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

13. SUBMISSION OF PROPOSALS

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP Coordinator, either by mail or hand delivery, at the address specified in Section II, paragraph 1, Procurement Contact Information. DSHS will not accept any proposal submitted by fax. DSHS will not accept any proposal submitted by e-mail.

You should allow sufficient time to ensure timely receipt by the RFP Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS reserves the right to disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of DSHS and will not be returned.

14. NONRESPONSIVE PROPOSALS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw your proposal at any time as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;

- Failure to comply with any part of this RFP or any exhibit to this RFP;
- Submission of incorrect, misleading, or false information.

15. MINOR IRREGULARITIES

DSHS may waive minor administrative irregularities related to any proposal.

16. COST TO PROPOSE

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a proposal for this RFP.

17. JOINT PROPOSALS

If you submitted a joint proposal, with one or more other bidders, and your proposal is designated as the apparently successful proposal, DSHS may designate you or one of the other bidders as the prime bidder and as the apparently successful bidder. The prime bidder will be DSHS' sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

18. EXHIBITS

Exhibits to this RFP are:

- Exhibit A – Directions to Facility (Site Visit)
- Exhibit B – Definitions
- Exhibit C - Bidder Information, Certifications and Assurances Form
- Exhibit D - Sample Visitation Contract and Exhibits
- Exhibit E – Haight, W. L., Doner Kagle, J., & Black, J. E. (2003). Understanding and supporting parent-child relationships during foster care visits: Attachment theory and research. *Social Work, 48*, 195-207.
- Exhibit F – City of New York (2000). *ACS implementation of the Adoption and Safe Families Act: Part III – ACS best practice guidelines for family visiting arrangements for children in foster care*. New York.
- Exhibit G – State of Washington (1994). *Washington State Division of Children and Family Services Family-Centered Practice Model*. Olympia, Washington.

You should be sure that you have received a complete copy of this RFP and all attached exhibits, as listed above. If you have not received a complete copy of this RFP, you should contact the RFP Coordinator or download the documents from the DSHS Procurements Web Site, www1.dshs.wa.gov/msa/ccs/, if applicable.

It is not a ground for protest if your copy of this RFP should be missing any exhibit or pages of the RFP.

19. WITHDRAWAL OF PROPOSALS

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

20. NOTIFY APPARENTLY SUCCESSFUL BIDDER

DSHS will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

21. BIDDER DEBRIEFING CONFERENCE

If DSHS does not select your proposal, you may request a debriefing conference. You must submit your request in writing to the RFP Coordinator by mail or fax by the date specified in the Procurement Schedule.

Debriefing conferences will be held on or about July 19, 2004 and July 20, 2004. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

Identification of the other Bidders, their proposals or evaluations will not be allowed.

22. PROTEST

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the unsuccessful bidders. In order to submit a protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

22.1 GROUNDS FOR PROTEST

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

22.2 PROTEST FORM AND CONTENT

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFP number and name of the issuing agency;
- A detailed and complete statement of the specific action(s) by DSHS which are under protest;
- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation, which you offer to support your protest.

22.3 SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator using the same mailing or delivery address provided in this RFP for submitting your proposal. *Protests may not be submitted by fax or e-mail.* DSHS must receive the written protest within **five (5)** business days after the debriefing conference.

22.4 PROTEST PROCESS

The RFP Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFP and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The RFP Coordinator will notify the protesting Bidder if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold DSHS' actions;
- 2) Find that any errors in the RFP process or in DSHS' conduct did not influence the outcome of the RFP, and uphold DSHS' actions; or
- 3) Find merit in the protest and provide options for corrective action by DSHS which may include:
 - That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
 - That DSHS reissue the RFP document; or
 - That DSHS make other findings and take such other action as may be appropriate.

23. EXECUTION OF THE CONTRACT

If you are an apparently successful bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit D.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked bidder.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

SECTION III. PROPOSAL CONTENTS

1. PROPOSAL CONTENTS

The four major sections of the proposal are to be submitted in the order noted below:

- a) Administrative Requirements.
- b) Technical Proposal.
- c) Management, Experience and Qualifications Proposal.
- d) Cost Proposal.

Proposals must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described below. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

2. FORMAT OF PROPOSAL

- Proposals must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- A font size not less than 12 point must be used.
- Proposals must be submitted in separate three-ring binders with named tabs separating the major sections of the Proposal.
- Identify each copy of your proposal by including Proposal to RFP # 0434-148; the title of this RFP, "Regional Visitation Facility"; and your name on the front cover.

3. CONTENTS OF BINDERS

a. Volume 1

Submit one volume marked "Volume 1 - Original" with Bidder's name and seven (7) copies of your proposal containing the following:

- Table of Contents
- Part 1: Administrative Requirements.
- Part 2: Technical Proposal
- Part 3: Management/Experience and Qualifications Proposal
- Part 4: Cost Proposal

4. ADMINISTRATIVE REQUIREMENTS

Please respond to each item in the same order in which they appear.

a. Letter of Submittal

Bidders must submit a prepared and signed submittal letter on Bidder's official business letterhead stationery. Cost information must not be included in the transmittal letter. The submittal letter must be included as the first page of Part 1 of Volume 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP# 0434-148.

The Bidder's Letter of Submittal must include the following:

- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- The name of your contact person for this RFP;
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP amendments received by the Bidder or posted on the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, include a statement to that effect;
- The Bidder's guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- Any statements you wish to convey to the RFP Coordinator, including any variations between your proposal and the RFP.

b. Bidder Information, Certificates and Assurances Form

A completed Bidder Information, Certificates and Assurances Form Exhibit C. Please sign and include any attachments that are necessary.

c. Reference Section

Provide a list of at least three (3) references of entities for which you have performed similar services. Include the names, telephone numbers, dates of services, and a brief description of the similar services you provided them in the past. References will only be contacted if you are chosen as a finalist.

5. TECHNICAL PROPOSAL

Please respond to each of the following question in the same order in which they appear:

- a. How would you provide each of the services outlined in Section 3, Project Scope, pages three (3) and four (4) of this RFP? Provide a work plan that describes the steps you will take to ensure that the services under this RFP are in place.
- b. DSHS/CA has leased a facility for this program. Describe how you would prepare the facility (furniture, fixtures, etc.) to facilitate visitation, while maintaining a homelike environment.
- c. Describe what type of parent skills coaching you would provide and how you would deliver coaching.
- d. How would you ensure that visitation services are responsive to DSHS clients' cultural needs? How would you respond to a request from a parent or social worker for some type of culturally specific accommodation (i.e. a male visitation supervisor, a visitation supervisor who is African-American, special diet accommodations during meal preparation, etc.)?
- e. Describe how you would receive and process referrals from DCFS social workers.
- f. How would you set-up and confirm visitation schedules, and what notification would you provide to DCFS, parents and foster parents?
- g. What reports would you provide to DCFS that document your observations of parent-child interaction and the coaching you delivered during visitation?
- h. What reports would you provide to document your child/youth transportation activities?
- i. Describe your staff-training plan and how you will keep their training current.
- j. Outline a plan for staffing the visitation center.
- k. What would be the organizational structure for the visitation center?
- l. How would you manage billing and invoicing activities?
- m. Describe your plan to measure service quality and document those measurements. How will you incorporate evaluation results into your program design and improvement processes?
- n. How would you respond to client complaints? Describe your complaint resolution process.
- o. Describe how you would ensure that reports are legible, objectively written and accurate?

6. MANAGEMENT, EXPERIENCE AND QUALIFICATIONS PROPOSAL

Please respond to each question in the same order in which they appear.

Management Experience

- a. Provide the history and description of your organization.
- b. Provide a copy of your business license(s).
- c. Provide a detailed organization chart listing your Board Members, (if applicable), management and staff.
- d. What is your experience managing a social services/child care facility and its staff?
- e. What is your experience managing agency finances in a manner consistent with generally accepted accounting practices
- f. Describe your experience managing staff schedules and how you ensure adequate coverage, staff supervision and quality of service delivery. Please provide a copy of one (1) recent month's staff schedules.
- g. Please describe your experience maintaining confidential case records and client information. How do you ensure the security of confidential information? Please provide copies of your current confidentiality and record storage/archive policies.
- h. How do you hire employees, conduct reference and background checks and document this process?
- i. Do you make use of external business consultants, mentors or professionals (i.e. accountants, lawyers, Small Business Association, etc.)? If "yes," please describe your use of these resources.
- j. Please list your professional memberships and affiliations (i.e. Chamber of Commerce, National Association of Social Workers, Better Business Bureau, etc.).
- k. Please provide copies of three years' annual reports, financial reports or other similar report(s). Provide one (1) copy of your most recent audit report. If you have no recent audit report, please provide one (1) copy of your most recent financial statement.

Service Delivery Experience

- a. Describe your experience scheduling and confirming appointments. Please provide a copy of one (1) recent month's appointment scheduling data.
- b. Describe your experience balancing and monitoring caseloads and staff case assignments. Please provide one (1) copy of a recent caseload report.
- c. What is your experience creating and submitting timely service reports to external parties? Please provide copies of three (3) recently completed sample reports.
- d. What is your experience working with children in out-of-home care and the child welfare/protection system?

- e. Describe your experience transporting children.
- f. What is your experience supervising/monitoring parent/child interaction and/or providing parenting skills coaching?
- g. How do you meet clients' cultural needs in your service delivery?
- h. Describe the organizations that you have worked for or contracted with for service delivery.

Qualifications

- a. Provide a list of Key Personnel you propose for this project, including staff titles, team roles (if applicable) and a current resume for each person proposed. Resumes must address experience and skill requirements listed in Section I, Paragraph 4 of this RFP, Minimum Qualifications.

Resumes should include at least the following: education (including degrees attained), work history for the last five (5) years, licenses and/or registrations held and professional memberships.
- b. State what training, experience and/or education have you had that relate to parent-child visitation, behavioral observation, bonding and attachment, family dynamics, child abuse and neglect (maltreatment), parent coaching/mentoring, parenting skills, documentation, report writing, and other related subjects.

7. COST PROPOSAL

Please respond to each item in the same order in which they appear.

Proposed Payment Schedule

The Bidder must submit a detailed payment schedule proposal.

Payment for visitation and transportation services will be based on the total number of hours spent transporting children and supervising/monitoring visits, and not by the number of children served. Payment will be in accordance with contracted rate(s) in effect at the time services are provided. Mileage for child transportation will be reimbursed at a rate set by the Washington State Office of Financial Management (OFM).

Hourly rates for visitation transportation and supervision services may fall within a range set by Children's Administration policy. The minimum rate is \$7.77 per hour per family, and the maximum allowed rate is \$27.77 per hour per family.

The Bidder's proposed payment schedule must reflect hourly rates that fall within the DSHS/CA maximum and minimum allowed rates.

Depending on the Bidder's Technical Proposal, DSHS/CA expects that the most intensive services (i.e. supervised visitation that includes parenting skills coaching) may justify a rate at the high end of the rate. DSHS/CA also expects that less intensive services (i.e. transportation time) may justify a lower rate.

The following stipulations shall apply to reimbursement for child/youth transportation:

- a. Mileage and ancillary costs shall be paid in accordance with current rates and regulations set by the Washington State Office of Financial Management (OFM).
- b. Transportation time shall be the round-trip time to and from the child's/youth's current residence or other agreed upon location, to the visitation center.
- c. Allowable travel time is portal to portal. Travel time and mileage shall be calculated as the shortest distance from the transportation worker's residence, the visitation center or the county line, whichever is the shortest distance.
- d. No reimbursement for travel shall be paid for travel between the transportation worker's residence and the visitation center.
- e. No reimbursement for travel shall be paid for travel outside King County without prior, written approval from the Regional Visitation Gatekeeper, or designee.

Your payment schedule proposal must be formatted in a manner similar to Figure 2, below.

Figure 2. PROPOSED PAYMENT SCHEDULE

Service	Sub-Category	Proposed Rate	Bidder Comment	Description
Child/Youth Transportation	Mileage	\$0.375 per mile, per OFM		
	Hourly Rate	\$_____ per hour per family		
Monitored Visitation	Monitored Visitation	\$_____ per hour per family		Defined in Exhibit A of this RFP
	Monitored Visitation with Parenting Skills Group Mentoring	\$_____ per hour per family		Monitored visitation that includes group activities (between two (2) and four (4) families) designed to enhance parents' skills and abilities.
Supervised Visitation	Supervised Visitation	\$_____ per hour per family		Defined in Exhibit A of this RFP
	Supervised Visitation with Parenting Skills Mentoring	\$_____ per hour per family		Supervised visitation that includes activities designed to enhance parents' skills and abilities. Due to the need for full supervision, this service may be provided to only one (1) family at a time.

Program Budget

Please respond to each question in the same order in which they appear.

- a. Attach a line item budget plan, showing proposed costs and cost assumptions.
- b. Describe the percentage of funds that will be used for administration and overhead costs.
- c. State if your proposal includes one-time start up costs. If your proposal includes one-time start-up costs, attach a line-item budget plan showing proposed expenditures and expense justifications.
- d. Do you have other sources of funding you plan to use for this project? If so, provide details and a plan for tracking expenses and use of income from multiple funding streams.

SECTION IV. EVALUATION

1. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder proposals. DSHS, at its sole discretion, may elect to select the top-scoring organizations as finalists for an oral presentation. If oral presentations are held, evaluators will evaluate and score the oral presentations of bidders selected as finalists.

2. PROPOSAL EVALUATION

Each Proposal will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Proposal must meet the Administrative Requirements to be eligible to submit a proposal to this RFP. If your proposal does not meet all Administrative Requirements for this RFP, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

3. SCORING OF PROPOSALS

The maximum number of written evaluation points available is 100. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the proposal for evaluation purposes:

Technical Proposal 50 Points

Experience and Qualifications 30 Points

Cost Proposal 20 Points

Sub-Total 100 Points

References [top-scoring proposer(s) only]..... Pass/Fail

Oral Presentations [top-scoring proposer(s) only] 50 Points

TOTAL FOR PROPOSAL 150 Points

References will be contacted for the top-scoring proposer(s) only and will then be scored and added to the total score.

Your sub-total score for the written proposal will be the average of the scores of the evaluators who review your written proposal. Your final total proposal score will be the average points awarded for your written proposal, plus the score for references and oral presentations, if applicable.

4. EVALUATION OF ORAL PRESENTATIONS

DSHS may, after evaluating the written proposals, elect to schedule oral presentations of the top scoring finalists. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience and background relevant to this RFP. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

5. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)

DSHS program staff and/or management may conduct a final review of the top scoring proposals, and of the evaluation and scoring of those proposals, submitted by bidders initially designated as apparently successful bidders.

In this final review, DSHS may consider past or current performance of any DSHS contracts by an apparently successful bidder, and any experience of the program or DSHS in working with an apparently successful bidder under any past or current contract with DSHS.

DSHS management shall make the final determination as to which bidder(s), initially designated as apparently successful bidder(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this Procurement.

In doing so, DSHS management shall be guided, but not bound, by the scores awarded by the evaluators. Program staff and DSHS management shall determine which proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, of children, youth and families receiving visitation services from DSHS/CA, Region 4.

Any bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided with the reasons for selecting a bidder with a lower final score.